

City of Norfolk



N O R F O L K

Life. Celebrated Daily.

Employee Handbook

Department of Human Resources
February 2004

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SECTION 1

THE CITY OF NORFOLK

1. Purpose and Scope of this Handbook

The Department of Human Resources has designed this handbook to serve as a source of information about your employment with the City of Norfolk. It is presented solely for informational purposes and should not be interpreted as a contract between the City of Norfolk and any of its employees. This handbook does not represent a complete statement or final authority on human resources matters.

The rights, privileges, duties, responsibilities and benefits of City of Norfolk employees are determined and set forth in various provisions of the **Code of Virginia**, and the **Civil Service Commission Rules**. These include, but are not necessarily limited to, the **Employee's Policies & Procedures Manual**, the Medical Standards, and the Compensation Plan. In the event of any error in this handbook or any conflict between the contents of this handbook and those laws, ordinances, regulations and policies, the latter take precedence.

While every effort has been made to ensure that the information in this handbook accurately reflects the pertinent laws, ordinances, regulations and policies as of the time of publication, changes occur from time to time. Employees are responsible for keeping themselves informed of changes in those laws, ordinances, and regulations and policies.

Your department may have additional specific workplace policies and procedures that govern your employment.

If you need further information or advice on the matters covered in this handbook, please contact your supervisor, department head, or the Department of Human Resources. Also, this handbook can be viewed on the Norfolk Intranet.

Department of Human Resources

2. City Council's Vision of Norfolk

Norfolk is a National Leader in the Quality of Life Offered to all its Citizens.

This is achieved through effective partnerships between city government and its constituents.

As a result, Norfolk is a physically attractive, socially supportive, and financially sound city. Here, the sense of community is strong.

Neighborhoods are designed so that people of all ages can know their neighbors and travel the streets and sidewalks in safety. This sense of community exists citywide.

Norfolk is known nationally as a strategically located place where there are abundant and fulfilling employment, recreational, and educational opportunities.





3. City of Norfolk: Mission Statement

The City of Norfolk shall provide leadership and direction responsive to the needs and desires of all citizens of Norfolk. This shall be done in an efficient, equitable, cost-effective manner that uses available resources for the maximum benefit.

Leadership shall be directed to strengthening Norfolk as the economic and cultural hub of Hampton Roads, to preserving and enhancing the environment setting and assets of the City; and to improving the quality of life and opportunities for the diverse populations living in, working in, and visiting Norfolk.

4. Department of Human Resources: Mission Statement

Human Resources fosters partnerships to attract, develop, and retain a highly qualified, diverse workforce and creates a culture that promotes excellence throughout the organization.

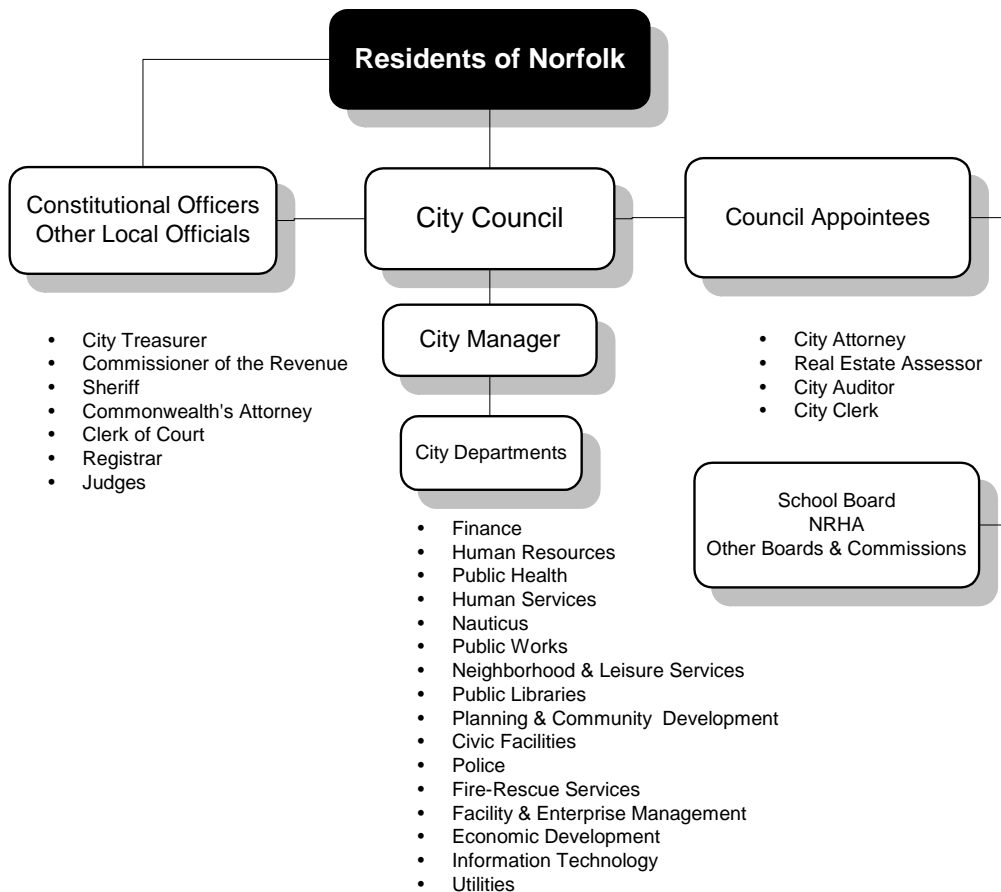
5. City Organization

The City of Norfolk is organized under the Council-Manager form of local government. The seven member City Council is elected by the citizens. The Council in turn, elects one of its members as the President of the Council, a position generally referred to as Mayor. The Mayor of the City Council acts as an official representative of the City in a variety of activities and occasions. The Constitutional Officers, who include the Commonwealth's Attorney, Clerk of the Court, Commissioner of the Revenue, City Sheriff and City Treasurer, are elected by the voters. Employees of Constitutional offices should seek advice from their supervisors as to the extent policies and procedures in this manual may apply or may not apply to their employment.

The City Council appoints a City Manager who serves as the chief administrative officer of the City. The City Manager supervises City departments, is responsible for expenditure of all City funds, and coordinates the various activities of the City. Also included in the duties of the City Manager is the oversight of the execution of the various laws, resolutions, and orders adopted and directed by City Council.

A chart of the City government is included to show how the departments are within the City organization.

City of Norfolk Organization Chart



6. Greetings from the City Manager



**City of
Norfolk**
Office of the City Manager

Dear Fellow Employee:

Welcome to the City of Norfolk public service team and congratulations on your employment with the City. No doubt you will find your employment here to be rewarding.

The City has a long and rich history. We continue to honor our tradition as we flourish and move to meet the challenges of tomorrow. As the City grows, so grow the challenges for employees to continually provide excellence in service to the residents of Norfolk.

Each one of us has a responsibility to strive to do our best work. While we have our individual roles and assignments, we interlock together as a mosaic puzzle. We all must embrace and embody the City's values, and perform our work in such a way as to maintain the faith and confidence of the residents of Norfolk. How well you do your job and your dealings with the public make a tremendous impact.

I know that your employment with the City will be a mutually rewarding partnership. We are counting on you to make a positive difference in our community.

Welcome,

A handwritten signature in dark ink, reading "Regina V.K. Williams".

Regina V.K. Williams
City Manager

1101 City Hall Building, 810 Union Street • Norfolk, Virginia 23510
(757) 664-4242 • Fax: (757) 664-4239

7. Greetings from the Director of Human Resources



Congratulations and welcome to the City of Norfolk!

As a new employee, you are joining a diverse workforce of dedicated and professional employees. We each have an important job to do that contributes to the City's overall success in providing citizens with essential services.

As employees of the City of Norfolk, it is important for you to become familiar with the Human Resources policies and procedures that affect your employment. This **New Employee Handbook** is designed to provide you with a quick and easy reference to policy information. If you have additional questions regarding these or other City policies, please refer to the **Employee's Policies & Procedures Manual** or ask your supervisor. You may also contact the Department of Human Resources for policy clarification or questions.

You are a critical component to the City's success, and I challenge you to continually strive to improve the services offered to the citizens of Norfolk.

A handwritten signature in cursive script that reads "Nancy N. Olivo".

Nancy N. Olivo
Director of Human Resources

100 City Hall Building • Norfolk, VA 23501

8. City of Norfolk Points of Contact

Benefit Area	Contact Person	Phone Number
Active Employee Health Care Plans	Pam Minor	664-4494
City Retirement	Executive Manager	664-4738
City Wellness Coordinator	Donna Vogel	664-4457
Credit Unions <ul style="list-style-type: none">Norfolk Municipal Employees Federal Credit UnionNorfolk Fire Department Credit Union		664-4270 857-5389
Deferred Compensation, Retirement Health Savings, Health & Dependent Care Reimbursement	Selma Savage	664-4469
Employee Assistance Program	Toll Free Assistance	1 (800) EAP-3257 (Local) 398-2374
Long-Term Disability, Retiree Health Care Plans	Diane Fitzgerald	664-4462
Occupational Safety & Disability Management	Dan Hurley	664-4495
Sick Leave Bank	Dan Adkins Debra Brown	664-4477 664-4475
Tuition Assistance	Dan Adkins	664-4477
VRS Basic & Optional Life Ins., VRS Retirement	Carolyn Stevens	664-4479
Workers' Compensation	Diane Kleeger	664-4491
Your Department		
Department Head		
Immediate Supervisor		
Payroll Clerk		
Human Resources Generalist		

City Departments		Phone Number
City Planning	Responsible for planning for the orderly growth and development of the City and for the administration of development codes.	664-4752
Civic Facilities	Administers, maintains and operates the Scope Cultural and Convention Center, Chrysler Hall, Harrison Opera House, MacArthur Memorial, Harbor Park and the Wells Theater.	664-6464
Executive	A nonpartisan City Council appointee ultimately accountable to the City Council for the efficient administration of the City affairs. Varied responsibilities include preparation of the City's budget, designation of specific department directors, and supervision of these directors in carrying out related functions. The manager keeps the Council advised as to the financial condition of the City and is responsible to Council's requests.	664-4242
Emergency Services	Responsible for all City emergency (Police, Fire-Rescue) dispatching and communications, as well as disaster planning and coordination.	441-5600
Economic Development	Responsible for the development of new business and industry, for providing assistance to existing business and industry, for the sale and leasing of City-owned property, and for the purchase of property for municipal purposes.	664-4338
Facilities & Enterprise Management	Consists of Facilities Maintenance, Cemeteries, Fleet Maintenance, and Parking. Facilities Management maintains the major buildings and building systems of the city. The Cemetery Bureau operates the public cemeteries. Fleet Maintenance maintains the City's fleet and related services. Parking operates all municipal parking operations.	664-4422
Finance	Responsible for the overall administration of the financial affairs of the City.	664-4346
Fire-Rescue	Fire-Rescue assists the public in the protection of life and property through minimizing the impact of fire, medical emergencies, potential disasters or other events which affect the community or the environment.	664-6600
Human Resources	Provides vision, leadership and guidance in developing a work culture that supports continuous improvement. Through partnering Human Resources seeks to attract, develop, and retain a highly qualified, diverse, and dynamic work force. Human Resources core services are recruitment, compensation and benefits, organizational development, employee relations, and safety, health and wellness.	664-4486

City Departments		Phone Number
Human Services	Supervises and manages all public welfare and social services including but not limited to, the supervision of the Division of Social Services, Division of Youth Services and Multi-Services Centers.	664-6000
Information Technology • IT Help Desk	Promotes and provides information systems and communications technologies and support to City and affiliated agencies that help accomplish the City's mission and goals. Also primarily responsible for assessing future information systems and communications technology requirements.	664-4500 664-4357
Library	The library system consists of a downtown main library, and several branches. It provides access to information, high quality book and multimedia materials, programs, exhibits, and on-line resources.	664-7323
Maritime Center/Nauticus	An exciting and interactive science center with a maritime theme for both general visitation and school-based learning.	664-1000
Neighborhood & Leisure Services	Responsible for providing management oversight to Recreation, Parks & Forestry, and neighborhood outreach.	664-2400
Police	Provides comprehensive public safety services.	664-7000
Public Health	A City-State cooperative agency responsible for planning, developing, coordinating and administering the City's health and environmental programs and policies.	683-2796
Public Works	Builds, maintains and operates the physical facilities that support the citizens of Norfolk including the City's street network, traffic management system, storm water system, and waste collection.	664-4600
Utilities	Administers all activities regarding Norfolk's regional water system and sanitary collection sewers within the City of Norfolk.	664-6701

** The City's Roster and Directory can also be found on the Intranet.*

SECTION 2

YOUR EMPLOYMENT WITH THE CITY

1. Equal Employment Opportunity

The City of Norfolk is committed to the concept of equal employment opportunity. The Affirmative Action Plan is intended to formally set forth the methods and procedures by which this commitment is to be implemented. It is the policy of the City of Norfolk as an equal employment opportunity employer and in furtherance of the Affirmative Action Plan to:

Recruit, hire, train and promote persons from all job classifications, and to ensure that personnel actions affecting terms and conditions of employment such as layoff, return from layoff, compensation, benefits, City sponsored training, education and tuition assistance are administered without regard to race, religion, national origin, color, sex or age.

Employees who believe they are being discriminated against while at work should bring the matter to the attention of their supervisors. Supervisors or other appropriate officials will immediately report any act of discrimination of which they become aware to the Human Resources Department for further investigation. Also, the employees may use the City's Grievance Procedure for relief or remedy from any act of discrimination.



2. Employment Types

Generally, there are four (4) categories of City employment: (1) the classified service (these include permanent and permanent part-time employees), (2) the unclassified service, (3) employees who are neither in the classified nor the unclassified service (these include special project, substitute, trainee and temporary employees) and (4) part-time employees.

- 1) Classified Service: permanent and permanent part-time employees whose employment is governed by Sections 110-125 of the City Charter and who are within the jurisdiction of the City's Civil Service Commission. Such employees obtain their appointments and/or promotions on a competitive basis in accordance with the rules of the Civil Service Commission.
- 2) Unclassified Service: employees specifically exempted from the classified service by City Charter Section 114 and are generally elected or whose appointment is directly confirmed by the City Council (such as the City Attorney and his assistants, the City Clerk and his deputies, etc.), and higher-ranking supervisory employees (such as department heads, assistant department heads, and heads or chiefs of bureaus and

divisions). These employees are not within the jurisdiction of the Civil Service Commission and are generally removed by the City Council or the City Manager.

- 3) Non-permanent Employees: employees hired in a special project, substitute, trainee or temporary status who serve at the will of the City Manager, in accordance with City Charter Section 114.1 and City Code Section 2-85. They are not within the jurisdiction of the City's Civil Service Commission. Benefits for these employees must be identified by ordinance. Special project employees begin participation in the City's Retirement System upon completion of two years of service.
- 4) Part-time Employees: employees governed by City Code Sections 2-108 through 2-114 and may be either "casual", "periodic" or "intermittent".

3. Probationary Periods

Employees appointed or promoted to positions in the classified service are required to serve a probationary period of six months. Sworn personnel in the Police and Fire-Rescue Departments appointed or promoted to positions in the classified service must serve a probationary period of twelve (12) months. During these probationary periods, employees may be discharged or demoted at the will of the City Manager, without cause or hearing. (City Charter Section 112(7); Civil Service Commission Rule (10)).

4. ALPHA/BETA Designation

All employees are assigned an ALPHA or BETA designation by their Department Head based on their job duties. These designations insure that personnel are available to maintain City services during severe inclement weather or emergency conditions. ALPHA personnel are required to continue to perform their assigned duties in existing severe inclement weather or emergency conditions. BETA personnel are all employees not designated as ALPHA personnel. The City Manager or department heads may call upon BETA personnel for service during severe inclement weather or emergency conditions, or to relieve ALPHA personnel from services as necessary.

5. Performance Management

The performance management system is intended to improve employee motivation and performance, enhance productivity, increase communications between employees and supervisors, serve as a tool for making administrative decisions and evaluate the usefulness of personnel programs.

The work performance of newly hired employees shall be evaluated at the end of their six-month probationary period and again on their first anniversary date. From this point on, employees will be annually evaluated on their anniversary date. This policy will not apply to sworn probationary Police and Fire-Rescue employees, who are governed by separate probationary evaluation procedures.

All employees will be evaluated annually during the month of their anniversary date. Quarterly reviews of employee performance will be conducted approximately every three months during each annual performance period.

Immediate supervisors shall be responsible for evaluating the performance of each employee under their direct supervision. The supervisor's supervisor (reviewer) shall review and sign off on all performance objectives, standards and weightings when established and on performance evaluations upon their completion. Reviewers may not change any rating without the consent of the direct supervisor.

In situations where more than one supervisor is responsible for supervising an employee during a performance period (due to shift work, transfers, promotions, etc.), the person who acted as supervisor for the longest period of time shall seek the input of the other supervisors and will determine the final rating.



Pay Schedule

Employees are paid on the 15th and the last day of each month. If the 15th or the last day of the month falls on a weekend or a holiday, employees are paid on the City's preceding workday.

6. Overtime and Compensatory Leave

For the purposes of determining eligibility for compensation for overtime work, City employees are assigned to two categories:

- A. Nonexempt: Employees who are under the Fair Labor Standards Act (FLSA) and are required to receive monetary compensation or compensatory time for overtime work at a rate of one and one-half times their regular rate of pay, or compensatory time equal to one and one-half times the number of hours actually worked in excess of 40 hours in a work week, or in excess of the number of hours in the applicable declared work period established pursuant to Section 7(k) of the FLSA in the case of fire protection, emergency medical service and law enforcement employees, as defined in the FLSA. The department and the employee must agree prior to initiation of overtime work as to whether the employee will receive monetary compensation or compensatory time for overtime work.
- B. Exempt: Employees who are exempt from the FLSA and are not eligible to receive either monetary overtime compensation or compensatory time off for overtime work.

City policies concerning overtime are incorporated in the City's Compensation Plan.



7. Training/Career Development

The City of Norfolk offers its employees the opportunity to participate in various training seminars. These seminars are geared towards the professional development of its participants who in turn will enhance the delivery of customer service to our internal and external customers. For more information, please view course offerings on Norfolk's Intranet or contact the Department of Human Resources.

8. Rewards and Recognition

The City of Norfolk realizes that its employees are its most important asset, and that recognizing and rewarding exemplary performance can be of great assistance in motivating employees to perform their best. The City of Norfolk has an employee bonus program that enables management to appropriately recognize and reward varying degrees of effort and achievement of City employees.

9. Promotions, Voluntary Demotions, and Transfers

- A. Promotions: In accordance with the City of Norfolk's Compensation Plan, when an employee is promoted to a position where the minimum pay rate of the new pay grade is 15% or greater than the minimum rate of the former pay grade, the employee's salary shall be increased to the pay rate which is closest to 10% above the former salary. When an employee is promoted to a position where the minimum pay rate of the new pay grade is less than 15% greater than the minimum pay rate of the former pay grade, the employee's salary shall be increased to the pay rate which is closest to 5% above the former salary.
- B. Voluntary Demotion: Upon the written request of an employee, transmitted by his or her department head to the Department of Human Resources, he or she may be demoted by the City Manager. Such a demotion shall not be considered a disciplinary action and may not be relied upon as the basis for any other disciplinary action provided for by these rules.
- C. Transfers: An employee who has been appointed to a position in the classified service may be transferred to a position in the same classification and pay grade in the same department or in another department but not at increased pay. No transfer shall be made from one department to another without the written consent of the department head first being given and filed with the Civil Service Commission.

10. Employee Relations Committee

It is the policy of the City to consider the wants and needs of both its employees and its citizens concerning public employment matters. The City Manager shall arrange for the creation of employee committees in each department to complement the communications of those departments.

11. Resignations

Resignation is a termination initiated by an employee. City employees who wish to resign shall be required to give at least two weeks' notice in order to be separated in good standing and to receive any associated re-employment benefits.



12. Parking

The City of Norfolk currently provides parking for its employees at no cost. At remote sites, parking is usually available at the facility. Employee parking is available at the East Street Garage and Harbor Park on a "first-come first-served" basis for the City Hall Building. For other downtown sites, parking is usually available at a nearby location. For more information, please contact your supervisor.

13. City Identification Cards

The issuing of City identification cards is coordinated and administered by the Department of Human Resources. Should an identification card become lost or stolen, the Department of Human Resources should be notified through the employee's supervisor and a replacement card will be issued.

Identification cards are made for use by the issuee only and should be used only for official City business. Permitting another person to use City identification, using another employee's identification or altering a City identification card are grounds for disciplinary action.

SECTION 3

EMPLOYEE CONDUCT

1. Alcohol & Drugs

It is the policy of the City of Norfolk to maintain a safe, healthful and productive work environment for all employees. It is the City's policy that the unlawful manufacture, distribution, possession or use of a controlled substance by City employees in the work place is prohibited. All employees must comply with this Policy, and violations of this Policy will result in discipline, up to and including termination, or in not being hired. Employees are reminded that if they are aware of a problem with substance abuse, the City makes professional help available without initial cost through its Employee Assistance Program.

In regard to alcohol, any test result of .04% or greater shall constitute a violation of this Policy.

While use of medically prescribed medications and drugs is not per se a violation of this Policy, employees must notify their supervisor, before beginning work, that they are taking medications or drugs which might interfere with the safe and effective performance of duties or operation of City equipment. Failure to inform their supervisor can result in discipline, up to and including termination.

All applicants, both part-time and full-time, will be required to undergo a drug test upon an offer of employment and prior to their final appointment.

The City may require a current City employee to undergo drug and alcohol testing if there is reasonable suspicion that the employee is under the influence of drugs or alcohol during work hours, or if the nature of the particular employee's duties and responsibilities is such that it is critical that the employee remain drug-free at all times in the performance of his or her duties.

An employee will be required to participate in random testing, with no prior notification given to employees as to the date, time or location, when the duties or responsibilities of his or her position require or include:

- The handling and/or use of firearms; or
- exercise of independent judgment in the rendering of emergency medical care and/or other emergency assistance; or
- the exercise of independent judgment in emergency situations; or
- the handling and/or use of equipment or materials, which, if mishandled or carelessly handled, could cause serious injury or damage; or
- the confiscation, custody and/or handling of illegal drugs; or
- access to confidential law enforcement information, which, if disclosed to unauthorized persons, could jeopardize the success of law enforcement activities.

Before a urinalysis or blood test for drug and alcohol screening is administered, employees and job applicants will be asked to sign a consent form authorizing the test and permitting release of test results to the City. A job applicant who refuses to consent to a drug and/or

alcohol test, when requested, will be denied employment with the City. An employee who refuses to consent to a drug and alcohol test is subject to disciplinary action up to and including termination.

To review the Substance Abuse and Drug-Free Work Place Policy in its entirety, please refer to the **Employee's Policies & Procedures Manual**.

2. Workplace Violence

The City makes every effort to provide a safe work environment for its employees, including physical, verbal, and written threats. Threats include comments or actions that could be construed as threatening to an employee, supervisor or manager.

The definition of work place violence includes not only employee actions against fellow employees but also threats from the public that could result in violence in the work environment.

Physical violence or verbal threats directed or implied towards any co-worker, supervisor or manager will not be tolerated by the City of Norfolk. Implied actions are those made in jokes, expressions, emails, and drawings and may include posters or cartoons that depict violent acts against City employees. Any of these actions will be reported immediately to supervisory personnel at the earliest possible time to allow prompt investigation and action to defuse the situation.

Actions or threats of violence will result in disciplinary action, which will include suspension and possible termination. This includes any destruction of property that occurs as a result of a violent outburst.

It is expected that all City personnel will treat the general public and clients with courtesy and respect; however, violent acts or threats made by the general public or clients against employees will not be tolerated. Any violent act or threat made to an employee by a member of the general public or client during the performance of his/her normal work duties must be reported immediately, resulting in an investigation and possible police involvement.

3. Sexual Harassment

Harassment on the basis of sex is a violation of Section 703 of Title VII of the Civil Rights Act of 1964, as amended. The City of Norfolk prohibits sexual harassment of its employees in any form.

Individuals who experience sexual harassment from coworkers should make it clear that such behavior is offensive to them and, upon its occurrence or repetition, should report the matter to the appropriate officials. Supervisors or other appropriate officials will immediately deal with any act of sexual harassment of which they become aware, calling attention to the City's policy regarding such behavior, or, if appropriate, applying disciplinary action in consultation with the Department of Human Resources. Also, employees may directly

contact the Department of Human Resources or utilize the City's Grievance Procedure for relief or remedy from acts of sexual harassment.



4. Safety

The City of Norfolk is committed to providing and maintaining a safe and healthful working environment for all employees. All City employees are responsible for knowing, understanding, and observing all applicable safety regulations and safe work practices that will safeguard themselves, fellow employees, and the public. Safety procedures will be emphasized at all times. If you have any questions regarding the proper safety procedures to follow, ask your supervisor.

Any known or suspected occupational injury or disease experienced by an employee should be reported immediately by the employee, or any other witness to an incident, to the employee's supervisor, regardless of how minor the injury may appear.

To review the City's Occupational Safety and Health policy in its entirety, please refer to the **Employee's Policies & Procedures Manual**.

5. Outside Employment

In an effort to ensure that no conflict of interest exists, employees are responsible for seeking and obtaining the approval of their respective Department Head prior to engaging in (and, if already engaged in, prior to continuing) other employment. The employee will complete and submit a Request to Engage in Other Employment form to their Department Head. The respective Department Head is authorized to approve an employee's other employment provided that it does not adversely affect the performance of the employee's duties with the City; create an actual, potential, or apparent conflict of interest; or tend to reflect discredit or potential discredit upon the City.

SECTION 4 EMPLOYEE BENEFITS

1. Holidays

The City observes the following holidays:

New Year's Day	January 1
Birthday of Dr. Martin Luther King, Jr.	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day	Fourth Thursday in November
Friday after Thanksgiving Day	Fourth Friday in November
Christmas Eve – ½ day	December 24
Christmas Day	December 25
Employee's Birthday*	
Floating Holiday ½ day**	



* Holiday will be taken on the employee's birthday unless another date is approved by the department head. Administrative procedures provide department heads flexibility to authorize the taking of birthday leave from 30 days before and 90 days after the birthday.

** Floating Holiday – four hours of leave with pay annually (July 1 – June 30), on a day to be chosen by each individual employee, for all employees except fire and paramedical services employees on a twenty-four (24) hour shift schedule, who shall be granted twelve (12) hours of such leave. All such leave is to be taken at a time approved by the department head.

When a designated holiday falls on a Saturday, it shall be observed on the preceding day. If a designated holiday falls on a Sunday, it shall be observed on the following day.

To be eligible to receive holiday pay, an employee must actually work the last scheduled working day before the holiday and the first scheduled working day after the holiday, or be on authorized sick leave, annual leave or other authorized leave with pay.

2. Annual Leave

Annual leave will accrue to all members of the classified and unclassified service. Periods of leave without pay shall not count for the purpose of accumulation of annual leave. Annual leave shall accrue according to the following schedules:

Employees with:

1 to 5 years' service
6 to 10 years' service
11 to 20 years' service
Over 20 years' service

Accrue:

96 hours per year (8 hrs. per mo.)
120 hours per year (10 hrs. per mo.)
144 hours per year (12 hrs. per mo.)
160 hours per year (13 hrs. 20 mins. per mo.)

These employees are allowed to accrue a maximum of 352 hours of annual leave.

Sworn Fire-Rescue with:

1 to 5 years' service
6 to 10 years' service
11 to 20 years' service
Over 20 years' service

Accrue:

124.8 hours per year (10.4 per month)
156.0 hours per year (13.0 per month)
187.2 hours per year (15.6 per month)
207.6 hours per year (17.3 per month)

Sworn Fire-Rescue are allowed to accrue a maximum of 457.6 hours of annual leave. This schedule applies to shift employees only and not to employees on eight-hour schedules.

Employees may forego all or part of such leave of absence in any one or more years, in which event the same may be cumulative to a maximum of forty-four (44) workdays as of the end of any benefit year (September 30). Leave of absence in excess of forty-four (44) workdays may be accrued during a benefit year, but may not be carried over to another benefit year, and any such accrued leave in excess of forty-four (44) workdays will be forfeited at the end of the benefit year.

3. Sick Leave

All members of the classified and unclassified service accrue sick leave on an hourly basis equivalent to one day per month beginning on their date of employment. Employees are eligible to use sick leave as accrued. Accrual of sick leave is unlimited.

Sick leave may be utilized because of employee illness or physical injuries not incurred in the line of duty, and for the sickness of immediate household members or parents. Sick leave may be granted to employees for visits to doctors or dentists during working hours, by notifying the immediate supervisor in advance. Employees may not engage in outside employment while on sick leave unless approved in writing by the Disability Management Administrator to meet a specific rehabilitation plan.

When employees transfer between City departments, accrued sick leave will be transferred to the new department. Upon separation from the City by reason of dismissal or for any reason other than retirement, all accumulated sick leave for employees not vested shall be forfeited and no payment shall be made. The use of sick leave for maternity purposes is permitted to the same extent and in the same manner as for any other temporarily disabling condition.

At the time of retirement, each member of the City of Norfolk Retirement System shall receive as creditable service 100 percent of his or her accumulated sick leave, which is unused at the time of retirement. Should an employee leave City service after achieving a

vested interest in the Retirement System (*currently five years*) but prior to retirement eligibility, 100 percent of the accumulated unused sick leave available to the employee at the time of separation will be considered creditable service toward the benefit to be paid the employee upon reaching retirement eligibility.

4. Sick Leave Bank

The Sick Leave Bank provides short-term disability income for those City employees who have catastrophic medical problems, but are not eligible for Workers' Compensation or retirement benefits.

All newly hired permanent full-time and permanent part-time employees of the City of Norfolk are eligible to join the Sick Leave Bank by designating their first accrued day of sick leave to be deposited in the Sick Leave Bank. Employees who join the Sick Leave Bank must have completed their probationary period before becoming eligible to withdraw days from the Bank. Participation in the Sick Leave Bank is voluntary.

Participation does not guarantee an employee's approval of a request to withdraw from the Bank. In order to participate in the Bank, each employee will be required to contribute one day of accumulated sick leave to the Bank. The employee may be required to contribute one additional day each calendar year. Sick leave contributions to the Bank are irrevocable and cannot be returned if the employee cancels his participation in the Bank.

Provided the employee is a participant in good standing of the Sick Leave Bank, he/she or someone on his/her behalf, must submit the appropriate request form for a Sick Leave Bank withdrawal to the Review Committee. Included with the request form will be a physician's certification of disability/illness. The Review Committee may request a certification from a second physician of the Committee's choice at any time and at the employee's expense. Certification from a Committee-selected physician will be required after 50 Sick Leave Bank Days are used in any one continuous period of disability/illness.

Eligibility for approved Sick Leave Bank benefits is contingent upon 1) absence from work for 30 workdays, and 2) the exhaustion of all individually accrued sick leave days, all annual leave days, and all compensatory leave days. If an employee does not have 30 workdays of leave, that employee will be put on "leave without pay" until they have been absent from work for 30 days as a result of the injury or illness. The maximum number of workdays that can be drawn by an employee from the Sick Leave Bank during any 12 month period is 100 days with a maximum of 250 days.

5. Family & Medical Leave

In accordance with the Family and Medical Leave Act, any person who has been employed with the City for a minimum of twelve (12) months and has worked a minimum of 1,250 hours during the previous twelve (12) months is eligible for a maximum of twelve (12) work weeks of unpaid leave during any twelve (12) month period for the following reasons: the birth of a child; the adoption of a child or placement of a foster child; to care for a sick spouse, son, daughter, or parent or the employee's own serious health condition. A serious health condition is defined as three (3) or more days of illness.

An employee requesting family or medical leave should submit the request to his or her immediate supervisor as soon as practical to ensure that it is processed expeditiously. An employee is required to furnish medical certification for leave involving a serious health condition affecting either the employee or a family member.

Generally, any employee who takes leave under the Family and Medical Leave Act is entitled to return to his or her old job, if available, upon completion of the leave. If the old job is unavailable, the employee is entitled to a "genuinely equivalent" position, with equal pay, benefits, status and other conditions of employment previously enjoyed.

To review the City's Family and Medical Leave policy in its entirety, please refer to the **Employee's Policies & Procedures Manual**.

6. Leave Without Pay

The term, "leave without pay," is used to identify: 1) situations in which sums are withheld from compensation because of unexcused work absences not authorized to be compensated; 2) situations in which sums are withheld from compensation as the result of disciplinary actions such as suspension; and/or 3) situations in which sums are withheld from compensation because of excused work.

Any voluntary request by an employee for leave without pay in excess of 15 consecutive workdays must be recommended by the department head and forwarded to the Director of Human Resources. No sick or annual leave will be earned during periods of leave without pay.

Those situations that do not require an immediate request for leave without pay must be received in the office of the Director of Human Resources no less than 30 calendar days before such leave is desired to begin.

7. Bereavement Leave

Eligible employees other than fire-rescue department employees on a twenty-four (24) hour shift schedule shall be granted twenty-four (24) hours of leave to be used at any time, at the employee's option, in whole or part, within fourteen (14) days after the death of the immediate family member. Eligible fire-rescue employees on a twenty-four (24) hour shift scheduled shall be granted forty-eight (48) hours of leave to be used at any time, at the employee's option, within fourteen (14) days after the death of the immediate family member.

Immediate family is defined to mean parents, grandparents, spouse, children, grandchildren, sisters and brothers, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, and any relative residing in the employee's home at the time of death, relatives by adoption, and step relatives in the described relationships.

8. Military Leave

Employees who are members of reserve forces, National Guard, or naval militia units are entitled up to a maximum of 15 work days of paid leave per Federal fiscal year (October 1 - September 30) for the purpose of any type of military training duty which is funded by the Federal government. Employees are required to submit a copy of their orders to report and the dates during which service is required. In addition, employees under certain circumstances are entitled to leave without loss of benefits and/or reinstatement after certain periods of military service.

9. Jury Duty/Civil Leave

All members of the classified and unclassified service shall be entitled to leave with pay for periods during normal working hours and on a scheduled workday, when they are required to render jury service or have been subpoenaed as a witness in any court or other proceedings. Civil leave, not to exceed one hour, may also be granted for the purpose of voting in any local, State, or Federal election, when it is established that normal working hours would otherwise prevent such activity. Any payment received from the courts or pursuant to law by reason of jury service or attendance as a witness may be retained.

10. Emergency Leave

When the head of any department in which a member of the classified or unclassified service is assigned determines that an emergency exists and that an emergency leave of absence with pay be granted to such person, this fact shall be reported to the Department of Human Resources who shall report it to the City Manager who shall, in his/her discretion, grant such leave of absence with pay. No emergency leave of absence with pay shall be granted to anyone having been employed with the City for less than six months immediately preceding the date of such application for emergency leave; and no emergency leave of absence with pay shall be for a period longer than one workday for each calendar month such person has been in the service of the City.

11. Workers' Compensation

Workers' Compensation is a State-mandated plan that requires certain legal payments to be made to, or on behalf of, employees experiencing an occupational injury or disease, which arises out of and in the course of employment.

Workers' Compensation includes payments to employees to indemnify wages lost due to a compensable injury after an employee has been disabled from work for longer than seven calendar days. The amounts of the payments are determined by the Code of Virginia, but generally amount to two-thirds the employee's average weekly wage being earned at the time of a compensable accident or incident. However, there is a maximum amount that will be paid, and that amount is determined by the State Workers' Compensation Commission.

In addition, the City makes supplemental payments during the first seven days of disability of a compensable injury. The amount of that supplement is the affected employee's normal wage. After seven days of disability, the supplement reduces to the difference between the

Workers' Compensation payment due, and the employees' normal net wage. These supplementary payments continue until the employee returns to work, retires, or for six months, whichever occurs sooner.

Employees absent from work due to an alleged work-related injury or illness will be charged sick or annual leave (if available) until the City's Workers' Compensation administrator determines that a case is to be covered under the auspices of the Worker's Compensation Act. If the administrator determines that a case is compensable under State law, any charged leave will be credited to the employee's leave balance.



12. Wellness Program

The health of the City's employee population is a priority. The wellness program educates employees on physical fitness, mental health, financial planning, environmental health, and spiritual health and provides a variety of activities and programs that promote positive lifestyle modifications.

13. Health Insurance

All permanent and permanent part-time employees are eligible for the City's comprehensive healthcare coverage. Additional Information outlining the benefit plan options is provided in your New Employee Hire Package.

14. Long Term Disability Plan

Employees may participate in a Long Term Disability Plan that provides assistance in the event that the employee is unable to work due to illness or injury. The premium is paid by the employee and coverage begins 90 calendar days after an illness or injury occurs. The disability plan pays up to 66 2/3% of the employee's salary. The benefit payments will be offset by other sources of income for which an employee is eligible, such as Worker's Compensation and Social Security. Payments will also be offset by any Sick and Annual leave received.

15. VRS Life & Accidental Death & Dismemberment Insurance

This benefit provides two kinds of insurance during your active employment - life insurance and accidental death and dismemberment insurance. The specific benefits are group life insurance at two times salary without a medical examination, natural death benefits at two times salary, double indemnity for accidental death, and dismemberment payments for accidental loss of one or more limbs, or eyesight.

All active, permanent full-time, constitutional (State full-time) and special project employees who are in either (City of Norfolk or Virginia Retirement System for Constitutional employees) retirement system receive this benefit at no cost. This Basic VRS Group Life Insurance will continue at no cost after retirement provided the employee meets normal service retirement criteria and has at least five years of continuous service credit, or retires for disability at any age. The accidental death and dismemberment insurance coverage ceases when the employee retires for service or disability. Employees may purchase additional Optional VRS Group Life Insurance for themselves, their spouse and children.

16. Savings Bonds

Those employees interested in participating in the Federal Government sponsored U.S. Savings Bonds Payroll Savings Plan may do so at any time during their employment. Refer to the Savings Bonds brochure in your New Employee Hire Package for additional information.

17. Tuition Assistance Program

The Tuition Assistance Program has been established to encourage employees toward continued self-development, training, and education. This program of individual focused learning is intended to enhance productivity, improve management and employee skills, encourage retention, provide the potential for upward mobility, and attract new employees.

Permanent employees in the classified service of the City who have successfully completed their probationary period, and employees in the unclassified service who have completed six months of continuous service are eligible to apply for tuition assistance.

Payment will only be provided when courses, subjects, or training (1) are directly related to an employee's present job or a reasonable promotional objective, or (2) are a requirement for an associate's, bachelor's or master's degree in a field directly related to an employee's present job or to a reasonable promotional objective.

Tuition payments will be limited to an amount that does not exceed the maximum cost per credit hour for an in-state student pursuing courses at Old Dominion University or Norfolk State University, whichever university's charge is higher. The maximum amount of tuition assistance that an employee will be advanced (or reimbursed) during or for any fiscal year will not exceed at any time the cost of 9 credits at the in-state cost at Old Dominion University or Norfolk State University, whichever is higher.

To review the City's Tuition Assistance Program policy in its entirety, please refer to the **Employee's Policies & Procedures Manual**.

18. Employee Assistance Program

The Employee Assistance Program (EAP) is a confidential and personal counseling service provided to employees and their immediate family. It is designed to help employees resolve personal and job related problems that could have a detrimental impact on job performance and personal harmony. This service assures that all requests for assistance, and resulting

services received, shall be protected from disclosure and released to no one unless done with the employee's written consent.

Employees are encouraged to seek help with personal problems from the Employee Assistance Program without fear that the confidentiality of such help will be violated.

19. Health Care and Dependent Care Reimbursement Accounts

Most employees are eligible to participate in the City's reimbursement accounts. These accounts allow tax free reimbursement of eligible health and dependent care expenses.

20. Retirement

When an employee reaches retirement age or becomes totally and permanently incapacitated for the further performance of duty, the City's retirement program provides pensions to these once active workers, if they are eligible. The City government alone finances the cost of this pension program.

An explanation of the eligibility requirements and of each form of benefit is provided, along with illustrations of their computation, in a separate booklet prepared for the employees by the Board of Trustees of the Employees' Retirement System.

21. Deferred Compensation

The City of Norfolk makes available to its employees a deferred compensation program administered through the International City Manager's Association-Retirement Corporation (ICMA-RC). Most employees may participate in this program. Maximum annual contributions are set by the Treasury Department. Employees considering this benefit should contact the Department of Human Resources for additional information.

22. Retirement Health Savings

Most employees may participate in a Retirement Health Savings Account. The funds contributed by employees are placed in trust for use after retirement. Funds may only be used to meet qualified health care expenses of the retired employee and his or her family.

23. Credit Unions

There are two separate credit unions for City employees: one for general and Police employees, and one for Fire-Rescue employees. Generally, a person must be employed by Norfolk Fire-Rescue to become a member of the Fire-Rescue Credit Union. If an employee is interested in becoming a member of a credit union, he or she should contact the staff of the credit union to obtain an application and a pamphlet, which fully explains what provisions and services are provided.

SECTION 5

POLICIES AND PROCEDURES

1. Disciplinary Policy

Disciplinary action may be taken against an employee for any behavior or conduct which reflects discredit upon the City or its employees, or is a hindrance to the effective performance of the City's governmental or proprietary functions as outlined in the **Employee's Policies and Procedures Manual**.

The City's policy on discipline is a progressive process, and disciplinary actions of lesser severity than discharge should be taken in an attempt to correct an employee's unacceptable behavior or incorrect attitude before proceedings for discharge are initiated. However, no employee has the right or guarantee to any progressive disciplinary actions as a prerequisite to the initiation of proceedings of his or her discharge.

Disciplinary action may take any of the following forms:

1. **Reprimand** - A reprimand shall be defined as written documentation to the employee from the supervisor where the employee is advised and cautioned about his/her unsatisfactory work performance or misconduct. Reprimands will be placed in the employee's official personnel file in the Department of Human Resources.
2. **Suspension** - A suspension shall be defined as temporarily prohibiting an employee from performing his/her duties as a result of the employee's unsatisfactory work performance or misconduct. The suspension period shall be without pay.
3. **Involuntary Demotion** - An involuntary demotion shall be defined as a reduction of the pay range of an employee and a change in job duties and responsibilities as a result of the employee's unsatisfactory work performance or misconduct. A department head who determines that an employee should be demoted because of any behavior, conduct, or cause referenced in the **Employee's Policies and Procedures Manual** shall transmit a written request for such action to the Director of Human Resources, with a copy to the employee, which such request shall state the reasons why the demotion has been requested.
4. **Discharge** - A discharge shall be defined as an involuntary separation from employment initiated by the employing authority as a result of the employee's unsatisfactory work performance or misconduct.
 - A. Probationary Employees - Employees hired for permanent positions who have **not** completed six months of continuous service may be terminated upon the decision of the City Manager. A department head wishing to terminate a probationary employee shall request such termination in writing, and shall transmit such request to the City Manager through the Director of Human Resources. After review of such information

as deemed relevant, the City Manager may terminate such employee without a hearing.

- B. Permanent Employees - Permanent employees may be discharged by the City Manager for any behavior or conduct which reflects discredit upon the City or its employees, or is a hindrance to the effective performance of the City's functions including, but not limited to the causes described in the **Employee's Policies & Procedures Manual**, Disciplinary Rules, paragraph A. Prior to such action, any employee sought to be discharged shall be entitled to a hearing with the Director of Human Resources or his /her designated representative.

2. Grievance Procedure

The purpose of this procedure is to maintain a harmonious and cooperative working relationship between the City and its employees by providing an equitable method for the resolution of grievances without discrimination, coercion, restraint, or reprisal against any employee who may present or be involved in a grievance. City employees must complete their initial probationary period before they can use the Grievance Procedure. To review the City's Grievance Policy in its entirety, please refer to the **Employee's Policies & Procedures Manual**.

SECTION 6

EMPLOYEE SIGNATURE PAGE

I hereby acknowledge receipt of the Employee Handbook and understand that it is my responsibility to be aware of and comply with the policies and procedures contained within this handbook.

This handbook has been issued to:

Name

Job Title

Department

Division/Bureau

Employee's Signature

Date

Human Resources Representative

Date
